INTRODUCTION TO PARK OFFICE

The Park Office software is a fully functional system that supports all registration/ reservation-related activities at parks. The system has been field-tested for 4 years in parks and several additions to its functionality have been introduced by request of field staff.

All field locations with the necessary computer hardware and telecommunications capabilities will be provided with a system that allows process of reservations, check-ins, transfers, upgrades, no-shows, cancellations and point-of-sale transactions. Every site at the campground, whether available to the NRRS™ or not, will appear to park staff through a graphical map interface. Connecting to a local database, field location staff will be able to view all future reservations that exist for their campground. They will also be able to review all historical transactions and reservations, limited only by the storage capacity of their local hard disk drive. A map interface will display the status of the sites in their campground. They will also be able to view maps of other campgrounds in their vicinity and will be able to sell reservations for their facility, as well as other facilities in the NRRS™.

All transactions affecting inventory outside of the reservation cutoff window will require communication with the central NRRS™ reservation database. These communications will affect real-time inventory data to prevent the creation of double bookings.

All financial transactions will be carefully logged and tracked by the system, to create a complete audit trail, tracking the date, time, and operator for all transactions.

Through an interface to the Agencies' designated financial institution, a field location sales channel will be able to offer their customers the convenience of paying for transactions with their bankcard. The park-based system will carefully track the approval, authorization and settlement process.

Transactions not related to reservation sales (i.e. Point of sale transactions) will also be performed through the park-based application. All fees for POS items can be entered into a fee lookup table, to aid in efficient transaction processing by eliminating the need to manually check the price for POS items.

All customer correspondence (receipts, permits, statements, and confirmation notices) will be available for printing at the campground. If the correspondence is for future reservations it may be printed at the call center, or at the field location.

Park.Net will provide authorized Field Locations with full access to the NRRS™ reservation database during the same operating hours as the Internet Sales Channel, with occasional exceptions for regular maintenance and upgrades. This will allow authorized users to perform transactions affecting NRRS™ inventory 24 hours per day, 7 days per week.

Some of the features that facilitate the 'quick and easy' processing of inbound customer queues at field locations are:

- Check-In of Campers with Reservations - This process is very quick for both site-specific and no-site specific reservations. If the customer knows the site they reserved the operator simply clicks on the site, presses the Check-In button, verifies that it is the correct customer and the process is launched. Alternately, the Field Staff can view an incoming campers listing, select the customer and launch the check-in process. If the customer is not extending their original stay, or changing their designated site then confirmation with CRS is not required to facilitate a check-in.
- If the camper chooses to extend the stay or switch sites on check-in, the FRP will initiate a connection to the CRS solely for the purpose of verifying the new inventory request. This is done either on-line, or via dial-up connection. In the event that a connection with CRS cannot be established, the extension could not exceed the minimum window. Once the connection is re-established the stay can be extended provided CRS confirms availability of the inventory.
- Walk-In of Camper - This process may be launched by simply clicking the desired available site and pressing the Walk-In button. The user is asked to select the duration of the stay. If the length of the stay dictates, a confirmation with CRS must be made, the process is automatically initiated. If the request is possible, then the operator selects or enters the customer information, collects the fees and the walk-in is complete.
- In the event that a connection with CRS cannot be established, the walk-in stay cannot exceed the minimum window. Once the connection is re-established the stay can be extended provided CRS confirms availability of the inventory.
- Fast Add of Customers - This feature has been implemented for current Park Office users who have walk-in campers fill out a customer information form during their wait in the queue. Fast Add allows the user to simply enter the phone number, last name and first name when adding a new customer to shorten the registration time when queues are long. When queues die down, users may then query up the customer records and add the appropriate details from the customer information cards to facilitate future mailings and other information.
- Integrated Point of Sale - The user may take a single payment for all services and products being sold to the customer as they register or walk-in.
- Automatic generation of all receipts and camping permits
- Reservation Alerts to warn operators of special needs identified by the customer during the reservation process.
- Customer Alerts to display any warnings about customers whether they are relating to the customer's special needs or problematic history.

The information on Park Office is from the Best and Final Offer, submitted by Park.Net.